



The following City of Denton Department FAQs are in response to the City press releases linked below:

- [City Extends Facility Closures and Suspension of Events and Programming](#)
- [Governor Abbott Issues New Executive Order for State of Texas](#)
- [March 31 Special-Called City Council Meeting to be Held Remotely](#)
- [Denton County, City of Denton Issue “Stay at Home” Mandates](#)



### **What Parks and Recreation facilities are open and/or closed?**

The following facilities are closed until May 4:

MLK Jr. Recreation Center, Denia Recreation Center, North Lakes Recreation Center, Denton Senior Center, Denton Natatorium, Denton Civic Center, North Lakes Driving Range, Goldfield Tennis Center.

The Civic Center Pool showers and restrooms are open to the public Monday through Saturday from 9 a.m. to 5 p.m., until further notice.

### **What parks and outdoor recreation areas are open and/or closed?**

All City playgrounds, restrooms, tennis courts, basketball courts, the skate park, disc golf course, and dog parks are closed until May 4. Open space parks and trails remain open for walking, jogging, hiking, and biking, until further notice.

### **Is the free youth dinner food program on hold?**

The free dinner food program at Denia and MLK Jr. Recreation Centers are temporarily on hold until May 4. However, Denton ISD is serving a bundled meal that includes a lunch

and a breakfast for the following day at all 15 locations and via bus delivery. All children are welcome and no ID is required. The updated meal distribution schedule is Monday through Friday from noon to 1 p.m. at all locations. For access, they ask that students use the cafeteria entrance to discourage congregating. For updates and serving locations, visit [www.dentonisd.org/meals](http://www.dentonisd.org/meals).

### We strongly advise park and trails users to follow these guidelines:

- Use the restroom before leaving the house, so you're not dependent on public restrooms.
- Carry your own water bottle to avoid using public water fountains.
- Bring a suitable trash bag or leave your trash at home to protect other park users and park staff.
- Follow CDC's guidance on personal hygiene before heading to trails — wash your hands and carry hand sanitizer.
- Keep six feet from other people as you walk, bike, or hike.
- Warn other trail users of your presence, and as you pass and step off trails to allow others to pass, keeping minimum recommended distances at all times. Signal your presence with your voice, bell, or horn.
- Follow CDC's guidance on the recommended size of social gatherings, including pick-up sports and other group hangouts, and maintain proper physical distance at all times.

### Are programs canceled or postponed?

All Parks and Recreation programs are canceled until May 4, including but not limited to classes, trips, childcare, and lessons. Customers can choose to receive a refund, credit, or remain enrolled if it's rescheduled for a later date.

All spring sports leagues operated by the Parks and Recreation Department have been canceled including youth spring sports leagues (flag football, volleyball, soccer, softball) and adult spring sports leagues (kickball, softball, soccer, volleyball, basketball). The staff are contacting customers to issue full or pro-rated refunds and/or future program credits based on the customer's preference.

### Are events and rentals canceled or postponed?

All Parks and Recreation events, facility rentals, field rentals, and pavilion rentals are canceled until May 4. Customers can choose to receive a refund, credit, or reschedule based on future date availability.

### Are City co-sponsored events canceled?

Yes. [Denton Arts and Jazz Festival](#) and Cinco de Mayo Festival are canceled.

### Are special event permits still valid?

All City permitted events are canceled until May 4. Special event permits issued for events on public or private property are revoked and event organizers can choose to receive a refund, credit, or reschedule based on future date availability.

### Will I receive a refund or credit?

Refunds and credits due to COVID-19 cancellations for programs, rentals, events, and permits are being processed by staff. If you have questions or any other customer service needs, please email us at [parksnrec@cityofdenton.com](mailto:parksnrec@cityofdenton.com) or call (940) 349-7275. Staff are working remotely Monday through Friday from 8 a.m. to 5 p.m. and are available to assist you by phone or email.

Customers have the option to receive a refund, credit, or elect to remain enrolled if rescheduled for a later date.

- **Registered Programs, including classes, trips, activities, and lessons:** Prorated refunds/credits will be issued to registered participants who were in session when the program was canceled.

Full refunds/credits will be issued to registered participants for the cancellation of a program that was scheduled to begin after March 13.

- **After School Care and Preschools:** Prorated refunds will be issued for dates canceled.
- **Athletics:** Prorated or full refunds/credits will vary by league and will be issued accordingly.
- **Rentals, Events, and Permits:** Rentals, events, and permits canceled after March 13, will be issued a full refund/credit of all fees paid in advance, including deposits. Staff is working with long-term facility renters and making account adjustments as needed per the customer's request.
- **Memberships:** Members have the option to extend their membership for the length of the closure or receive a prorated refund/credit based on the date of their membership purchase.

### What should I do with my kids while they're out of school?

We encourage families to embrace social distancing and help kids understand what it means. We also encourage families to use the library remotely, as seen below:

[Library eCard](#): You'll need this to get started. No worries, it's free.

#### eCard Services and Resources Include:

[CloudLibrary](#): ebooks and audiobooks

[Hoopla](#): movies, music, audiobooks, ebooks, comics, TV shows  
Online Resources: [Pronunciator](#), [Brainfuse](#), and [Lynda.com](#).

Thank you for your patience as we implement measures to safeguard the well-being of the community and staff. If you have additional questions, please email us at [parksnrec@cityofdenton.com](mailto:parksnrec@cityofdenton.com).



Denton Public Library is paying close attention to the coronavirus (COVID-19) outbreak in our country and to recommendations from local, state, and national health officials for safeguarding against it.

### All Library locations closed to the public

All three library locations are closed to the public until Monday, May 4, or until further notice.

Listed below are the ways to use the library physically entering a branch.

### Using your Library remotely

We encourage you to use the numerous digital resources available through your library card. From ebooks and digital audiobooks to online learning resources for students and career-development tools; and TV, movie, and music streaming services.

For more detailed information about our online resources see below.

### Check out ebooks and audiobooks through CloudLibrary

You can access thousands of ebooks and audiobooks through CloudLibrary. To use CloudLibrary, download the app and login with your library card number. [Click here for more detailed instructions on how to use CloudLibrary on a phone, tablet, computer or Kindle Fire see our online tutorials.](#)

### Check out audiobooks, movies and more through Hoopla

Similar to CloudLibrary, Hoopla is another digital platform available through the library. Hoopla allows you to borrow movies, music, audiobooks, ebooks, comics and TV shows to enjoy on your computer, tablet, or phone – and even your TV!

[Click here for video tutorials on how to use Hoopla.](#)

### Use our online learning resources

Whether you're looking for ways to work out your brain or you need resources to keep kids engaged while not in school, we have a number of learning tools you can use. With Lynda, you can access on-demand training through video tutorials to build technology, creative, and business skills. Brainfuse Homework Help provides live online tutoring for students in grades 3 through college. Or you can use Pronunciator to learn how to speak, read, and write any of their 80 languages covered through lessons, feature films, music, and more. For our full list of learning resources, visit [library.cityofdenton.com/screens/dpl\\_learn.html](http://library.cityofdenton.com/screens/dpl_learn.html).

### **No penalties for returning items late**

The Denton Public Library has a fine-free policy, meaning patrons who are unable to return items to the library will not be penalized with fines. We understand you may not be able to bring items back or pick up your holds. The Library has extended due dates and items switched to "Lost" will not be sent to collections during this time. If you do receive a collection notice and can't return your item, email us at [library@cityofdenton.com](mailto:library@cityofdenton.com), and we will resolve the issue.

### **What happened to my holds?**

All hold periods have been extended. Hold items that were available when the library closed remain on hold and will be available for pick up when the library reopens. The ability to place new holds with the online catalog is temporarily suspended. Patrons may add titles to their "For Later" list to keep track of titles they wish to check out later. Once holds are reactivated, patrons will be able to go to their "For Later" list and place holds on those items.

### **Don't have a Denton Public Library card?**

Get immediate access to our online services by signing up for an eCard.

[Click here to apply for an eCard.](#)

(Note: if you already have a Library card, you do not need an eCard.)

### **Online Events and Activities**

Our buildings may be closed, but we are still providing high quality enrichment events and activities for all ages.

Follow the library on Facebook, twitter, and Instagram to watch and participate in weekly StoryTimes, crafts and how-to activities, book talks, and more.

Join the Virtually Together Book Club! This online book club is for all ages and a great way to keep you and your family reading. Create your own reading challenge, get reading recommendations, and have fun with our online book club. Go to <http://denton.readsquared.com> to join. Be sure to share your reading on social media with #dentonbookclub.

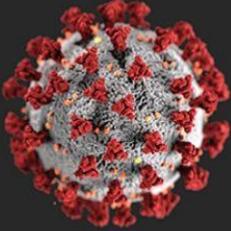
### **Interlibrary loan services suspended**

Interlibrary loans will not be available while the library is closed.

For questions about ILL services, email [library@cityofdenton.com](mailto:library@cityofdenton.com).

### Returning items to the Library

If a patron has a physical item that they need to return to the Library, the book drops will still be accessible. Items may also be returned via the drive-up service window at North Branch Library (3020 N. Locust St.).

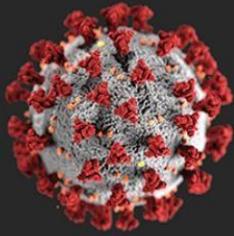


**COVID-19 RESPONSE** | [www.cityofdenton.com/coronavirus](http://www.cityofdenton.com/coronavirus)



**COVID-19 Procedures & FAQs**  
**Development Services**

- The April 8, 2020 Planning and Zoning Commission meeting is being held with limited items for which action must be taken. There are no additional Commission meetings scheduled at this time
- Until Planning and Zoning Commission meetings are set to resume, the City of Denton will not accept new plat applications or zoning/rezoning applications. All other planning and development applications will be accepted as scheduled (see submittal schedules below), but may only be submitted electronically.
- Until the Emergency Order is lifted, all Pre-Application Conferences, Pre-Construction Meetings and other development application review meetings with City staff will be conducted either over the phone or via teleconference.
- All other planning and development applications will be accepted and may only be submitted electronically.
- Where any of these accepted applications require consideration during a public meeting, final action will be withheld until a public meeting can be scheduled.



COVID-19 RESPONSE | [www.cityofdenton.com/coronavirus](http://www.cityofdenton.com/coronavirus)



## COVID-19 Procedures & FAQs Animal Services

Thank you for your patience as we implement measures to safeguard the well-being of the community and staff. If you have questions, concerns, and/or comments, please call us at (940) 349-7594.

### Facility Closure Effective March 18:

Linda McNatt Animal Care and Adoption Center is temporarily closed until Monday, May 4 or until further notice. However, we will still offer limited services on an appointment-only basis.

All Animal Services events are also canceled.

Given the rapidly changing impacts of COVID-19, the City will continue to reassess the situation and make adjustments as necessary. Check [www.cityofdenton.com/coronavirus](http://www.cityofdenton.com/coronavirus) for updates.

## Frequently Asked Questions

### Can I still visit the shelter and adopt a pet?

Yes, we are still open for adoptions; however, we have implemented a change in our process to provide social distancing for our staff and residents:

- Visit [www.denton.petfinder.com](http://www.denton.petfinder.com) and browse our available pets
- Contact the shelter to schedule an adoption appointment: (940) 349-7594.
- Arrive at your scheduled time and meet with your new best friend!

### What if I need to surrender my animal?

Even though we are open for adoptions, it is at a limited capacity. Due to this, we will not be intaking owner surrenders at this time. We kindly ask that you hold on to your animal until we are fully open for business again.

### What if I find a stray animal?

As a precautionary measure we are attempting to limit our number of intakes, so we do not reach capacity. If you find a stray animal, please contact the shelter first to determine if we are able to accept it. You can also utilize the Finding Rover App to help the owner find the animal.

### What if I need to reclaim my animal?

Please call the shelter and schedule an appointment to reunite with your animal. Please remember that all applicable fees will still apply.

### What if I have an animal emergency?

Our field officers are still responding to animal emergency-related calls only. Please review the list of calls we consider emergency:

- Loose livestock
- Injured animals
- Animals that have bitten an individual
- Aggressive and threatening animals
- Wild animals that have bitten an individual or are contained within a residence

### Can I still trap wildlife?

We kindly ask that you temporarily discontinue trapping wildlife. Due to the reduction in our field operation we are only responding to animal emergency related calls.



**COVID-19 RESPONSE** | [www.cityofdenton.com/coronavirus](http://www.cityofdenton.com/coronavirus) 

## COVID-19 Procedures & FAQs

### Solid Waste & Recycling

The Solid Waste and Recycling Department is working diligently to protect our staff and customers during this current crisis. We are limiting the number of employees in vehicles where possible, and practicing social distancing. All vehicles are sanitized before and after each shift. To see how some services may be affected, view our amended list of services below.

- Residential collection service continues to be collected as normal at this time. Some delays or variations may be experienced day to day dependent on staffing availability. These services include brush service, bulky collection and construction/remodel debris collection.
- Commercial collection service also continues to be collected as normal.
- Home Chemical collections are still available curbside by calling Customer Service at (940) 349-8700 and scheduling collection. The Home Chemical Collection site and Re-Use Store located at the landfill is closed at this time and not accepting in person drop-off.

- The Denton Municipal Landfill , 1527 S. Mayhill Rd., remains open normal hours (7 a.m.- 4 p.m.) at normal rates. Beginning Monday, April 6, only credit/debit cards will be accepted for payment. Note: By State regulations all loads entering the landfill facility must be secured or are subject to a \$20 penalty.
- Two recycling drop sites remain available for public use. One at North Lakes Park available 24/7 and the other at the landfill is available 7 a.m.- 4 p.m., Monday through Saturday.
- All questions about solid waste rates, services or services changes should be directed to Customer Service at (940)349-8700, Monday through Friday from 8 a.m.- 5 p.m.

## General Information

### Social Distancing Courtesy of Denton County Public Health

If your school district or childcare facility has chosen to close, it can be challenging to stay at home and limit social gathering. DCPH urges you to follow the recommendation and keep your family home, away from social gatherings.

#### The term “social distancing” refers to:

- Avoiding groups of people and large events
- Staying 6 feet away from other people, when possible
- Foregoing handshakes and high-fives
- Using online transactions
- Avoiding close contact with people who are sick
- Businesses, organizations, universities, and school districts choosing to close schools, cancellation of events, or requesting that employees and students stay home

You are being asked to do this because social distancing helps to slow the spread of COVID-19. Even if you do not fall into a high-risk category, remember many others do.

### Where can I get local updates?

[Denton County Public Health Department](#)

Facebook – [Denton County Public Health](#)

Twitter – [@WeAreDCPH](#)

[City of Denton COVID-19 \(Coronavirus\) Information](#)

Facebook – [City of Denton, TX – City Hall](#)

Twitter – [@cityofdentontx](#)

### Who can I call if I have COVID-19 questions?

We encourage you to direct your questions to the [Texas Department of State Health Services](#) any day of the week from 7 a.m. to 8 p.m. Simply dial 2-1-1 and then choose option 6.

You can also call the Denton County Public Health COVID-19 information hotline at (940) 349-2585. Calls will be answered weekdays from 8 a.m. to 5 p.m. Call the hotline if you have questions or need information about COVID-19. Please be advised that the hotline is not for clinical advice or to provide diagnosis. If you are ill, please contact your healthcare provider.